



POSITION	Customer Service Specialist
TERM	Full time
LOCATION	Yerevan, RA
START DATE	ASAP
OPENING DATE	June 30, 2022
APPLICATION DEADLINE	July 15 2022
DURATION	Permanent with 3 months of probation period

IDBank is looking for an experienced, motivated and qualified candidate for the position of Customer Service Specialist to fulfil the responsibilities listed below.

#### **JOB RESPONSIBILITIES**

- Rendering customer service, implementation of settlement services (cash and non-cash);
- Opening, servicing of client accounts, attraction and servicing of deposits, servicing of loans, implementation of payment and settlement transactions;
- Processing and provision of gold-ledged loans;
- Implementation of cash and non-cash foreign currency purchase and sale;
- Acceptance of utility payments, providing relevant consultation on services rendered by the Bank;
- Identification of clients' needs, attraction of new clients;
- Implementation of sales/cross-sales of services rendered by the Bank;
- Implementation of other operation as instructed by the immediate supervisor and/or defined by internal legal acts of the Bank.

#### **REQUIRED QUALIFICATIONS**

- Higher education in Economics/Finance;
- 1-2 years of work experience in the sphere of banking;
- Experience in working with cash;
- Knowledge of RA banking legislation;
- Good knowledge of computer (MS Office);
- Good knowledge of Armenian, English and Russian languages;
- Communication and negotiation skills;
- Sales skills;
- Willingness to work in a team;
- Ability to work in different situations and fast orientation.

## **ADDITIONAL INFORMATION**

After successful completion of the probation period, the Bank offers its employees a wide range of privileges, particularly, a comprehensive medical insurance package, a comprehensive bonus plan, a corporate package for sports club services, banking services on preferential terms, etc.

## **APPLICATION PROCEDURES**

All interested candidates who meet the requirements above and are confident that their background and experience qualifies them for this position, should send filled in application form attached to this announcement to: [hr@idbank.am](mailto:hr@idbank.am) mentioning the position applying for in the subject line of the e-mail. Only short-listed candidates will be contacted.

## **ABOUT THE COMPANY**

"ID Bank" CJSC was founded in 1990 as "Anelik Bank" Limited Liability Company and was renamed to "ID Bank" CJSC since 04.06.2018.

The Bank's mission is to be the first choice Bank for the customers as the best innovative Bank providing the customers with personalized unique digital solutions.

To learn more about the Bank, please visit: <https://www.idbank.am/>